

Recertifications

The purpose of this report is to identify recertification forms that were submitted within timeframes requiring State action.

The report will further identify which recert forms require State action (red) and which require client action (green).

Data for all months should be current as of the date that the report is run.

Changes over time in red categories will reflect the State's progress in addressing backlogged documents that require State action.

Application Summary

The purpose of this report is to identify trends over time in pending applications.

Only information for the current week will be added/updated. However, this weekly data should reflect all pending applications.

As a new week's data is populated, the previous weeks' data will remain as a historical record.

The Application Summary Report should include unprocessed cases.

As indicated by the separate charts in the Application Summary report, potentially expedited applications should be reported separately.

Interim Report

The purpose of this report is to identify interim reports that were submitted but not acted upon by DHS.

Data for all months should be current as of the date that the report is run.

Case Documents

The purpose of the report is to identify trends in unprocessed verifications/change documents.

Report should include **all** unprocessed SNAP verifications and change documents, regardless of whether the associated case is active or inactive.

Only information for current week will be updated. The previous weeks' data will remain as a historical record.

DHS must also generate a list of the specific documents comprising the weekly report.

Unidentified Docs

The purpose of the report is to account for all documents that have not been linked to a specific case.

DHS should also identify the count and percentage of different types of documents comprising this report.

Total Department Responsibility 1382

Closed Recerts: Recertification Form Submitted On or Prior to Federal Due Date and Case Never Reopened

Benefit End Month	Unprocessed recertification form	Recert app registered, but no evidence of any action taken on recertification app	Interview Scheduled for future (appointment is later than the report date)	No Interview Completed and No Interview Scheduled	Interview scheduled in past, no interview completed, no NOMI Sent	Interview completed and mandatory unverified verifications existed, NO RDOC issued	Unprocessed documents (scanned docs other than recert forms) in case record	Awaiting Supervisor Approval	Interview completed, RDOC issued, no unprocessed documents	NOMI issued, no interview completed	Scanned after recer review due	Awaiting Supervisor Approval with no interview scheduled/complete	Others	Total Dept Responsibility	Total Client Responsibility	Total All (Dept + Sec Rvw + Client)	Description/Comments
Total All Months	248	24	5	4	0	0	0	0	1	1	10	0	0	341	2	343	
Sep-2016	212	5	0	1	0	0	0	0	0	0	5	4	1	228	0	228	
Oct-2016	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Nov-2016	14	0	0	1	0	0	0	0	0	0	0	0	0	15	0	15	
Dec-2016	8	1	0	0	0	0	0	0	0	0	0	0	0	9	0	9	
Jan-2016	6	7	0	0	0	0	0	0	1	0	0	0	0	13	1	14	
Feb-2016	8	56	0	2	0	0	0	0	1	0	5	0	5	76	1	77	

Closed Recerts: Form Submitted After Federal Due Date But Within 30 Days of End Cert, and Case Never Reopened

Benefit End Month	Unprocessed recertification form	Recert app registered, but no evidence of any action taken on recertification app	Interview Scheduled for future (appointment is later than the report date)	No Interview Completed and No Interview Scheduled	Interview scheduled in past, no interview completed, no NOMI Sent	Interview completed and mandatory unverified verifications existed, NO RDOC issued	Unprocessed documents (scanned docs other than recert forms) in case record	Awaiting Supervisor Approval	Interview completed, RDOC issued, no unprocessed documents	NOMI issued, no interview completed	Scanned after recer review due	Awaiting Supervisor Approval with no interview scheduled/complete	Others	Total Dept Responsibility	Total Client Responsibility	Total All (Dept + Sec Rvw + Client)	Description/Comments
Total All Months	122	165	0	20	1	0	0	1	20	3	176	2	21	1041	25	1066	
Sep-2016	30	2	0	6	1	0	0	0	4	1	15	0	2	56	5	61	
Oct-2016	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Nov-2016	21	57	0	2	0	0	0	0	2	1	78	1	0	159	3	162	
Dec-2016	28	165	0	3	0	0	0	3	4	0	62	1	6	268	4	272	
Jan-2016	21	121	0	2	0	0	0	0	5	0	113	1	6	264	5	269	
Feb-2016	24	141	0	7	0	0	0	2	8	0	110	1	9	294	8	302	

Pending Applications Summary

Regular (non-expedited) Applications (should include unprocessed applications)

Days Pending

	Total 30 days or fewer	Total 31 - 60	Subtotal 31-60 days Dept Responsibility	Total 61- 90	Subtotal 61 - 90 Dept Responsibility	Total 91 - 120	Subtotal 91 - 120 Dept Responsibility	Total 120+	Subtotal 120+ Dept Responsibility	Total over 30 days	Subtotal over 30 days Dept Responsibility
1/30/2017	665	295	171	179	103	34	22	16	12	524	308
2/6/2017	836	342	194	205	112	61	39	24	20	632	365
2/13/2017	655	462	299	233	140	91	54	27	21	813	514
2/20/2017	866	448	184	236	91	66	31	15	5	765	311
2/27/2017	581	436	180	229	88	146	80	116	94	927	442
3/6/2017	678	482	175	254	85	213	120	201	153	1150	533
3/13/2017	718	337	105	238	57	182	82	227	162	984	406
3/20/2017	634	360	128	240	53	181	69	235	147	1,016	397

Potentially Expedited Applications

Days Pending

	Total 7 days or fewer	Total 8-30	Subtotal 8-30 Dept Responsibility	Total 31 - 60	Subtotal 31-60 days Dept Responsibility	Total 61- 90	Subtotal 61 - 90 Dept Responsibility	Total 91 - 120	Subtotal 91 - 120 Dept Responsibility	Total 120+	Subtotal 120+ Dept Responsibility	Total over 7 days	Subtotal over 7 days Dept Responsibility
1/30/2017	143	385	250	143	68	45	15	10	7	17	9	600	349
2/6/2017	121	451	311	200	101	65	22	9	7	18	10	743	451
2/13/2017	114	438	295	311	184	84	35	12	8	19	11	864	533
2/20/2017	75	270	133	354	124	92	46	13	5	15	5	744	313
2/27/2017	47	178	93	331	109	99	49	43	28	52	31	703	310
3/6/2017	64	140	44	350	106	128	50	57	34	68	44	743	278
3/13/2017	62	90	31	234	76	120	25	44	19	62	39	550	190
3/20/2017	71	77	25	134	38	131	35	40	10	63	21	445	129

Closed cases for failure to submit interim report, report form submitted within actionable timeframe, case never reopened.

Baseline Overdue Unprocessed Interim Reports

Benefit End Month	Closed cases for failure to submit interim report, case never reopened, interim report submitted prior to closing	Comments:
Total All	1,736	
Feb-17	1,351	
Jan-17	151	
Dec-2016	165	
Nov-2016	4	
Oct-2016	9	
Sep-2016	56	

Unprocessed SNAP Verifications and Change Documents	Description/Comments
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Baseline Overdue Unprocessed Verifications/Change Documents equals total over 10 days.

Days Pending - Case Maintenance								This table displays counts of unprocessed (Available/Reviewed) scanned documents received by
	10 days or fewer	11 - 30	31 - 60	61 - 90	91 - 120	120+	Total over 10 days	
1/30/2017	5,131	8,742	11,750	4,730	3,171	1,037	29,430	
2/6/2017	5,374	9,507	12,266	5,779	3,342	1,412	32,306	
2/13/2017	4,231	9,979	12,000	8,102	2,325	2,783	35,189	
2/20/2017	5,408	9,823	11,472	9,554	2,745	3,595	37,189	
2/27/2017	5,033	8,258	11,143	9,310	3,538	3,553	35,802	
3/6/2017	4,787	8,343	11,642	9,992	4,398	3,939	38,314	
3/13/2017	4,441	9,841	11,290	9,979	6,057	4,293	41,460	
3/20/2017	5,672	9,771	11,652	9,263	7,099	4,661	42,446	

Days Pending - Documents Pertaining to Recertifications								This table displays counts of unprocessed (Available/Reviewed) scanned documents received by
	10 days or fewer	11 - 30	31 - 60	61 - 90	91 - 120	120+	Total over 10 days	
1/30/2017	617	1,110	1,104	255	66	51	2,586	
2/6/2017	806	1,158	1,175	363	66	64	2,826	
2/13/2017	708	1,292	1,296	614	54	83	3,339	
2/20/2017	1,300	1,406	1,404	766	87	102	3,765	
2/27/2017	1,359	1,984	1,591	891	179	111	4,756	
3/6/2017	1,790	2,358	1,855	989	329	122	5,653	
3/13/2017	1,853	3,096	1,970	1,163	519	175	6,923	
3/20/2017	2,594	3,335	2,634	1,336	689	277	8,271	

Days Pending - Documents Pertaining to Initial Applications (non-recerts)								This table displays counts of unprocessed (Available/Reviewed) scanned documents received by
	10 days or fewer	11 - 30	31 - 60	61 - 90	91 - 120	120+	Total over 10 days	
1/30/2017	360	425	306	42	9	9	791	
2/6/2017	458	585	345	83	14	9	1,036	
2/13/2017	427	793	414	144	18	9	1,378	
2/20/2017	563	859	543	203	20	9	1,634	
2/27/2017	468	728	633	246	35	11	1,653	
3/6/2017	717	859	792	259	49	16	1,975	
3/13/2017	498	945	730	246	110	14	2,045	
3/20/2017	559	824	761	242	110	22	1,959	

List of Different Types of Documents Comprising Above Chart (to be updated with each week's data)

Unprocessed Unidentified Documents								Description/Comments
Baseline Overdue Unprocessed Unidentified Documents equals total over 10 days.								
	10 days or fewer	11 - 30	31 - 60	61 - 90	91 - 120	120+	Total over 10 days	This table displays counts of unprocessed (Available/Reviewed)
1/30/2017	191	164	273	176	7	10	630	
2/6/2017	129	292	246	235	11	13	797	
2/13/2017	102	316	266	268	31	14	895	
2/20/2017	347	330	259	291	87	14	981	
2/27/2017	664	407	358	285	148	17	1,215	
3/6/2017	760	796	429	249	216	20	1,710	
3/13/2017	407	1364	433	261	244	38	2,340	
3/20/2017	141	1301	617	252	259	87	2,516	

List of Different Types of Documents Comprising Above Chart (to be updated with each week's data)

See next tab

CASE_DOCUMENT	TASK_DESCRIPTION	New Count	% of Total New Count
Case_Maintenance	Activities of Daily Living	2	0.00%
Case_Maintenance	American Indian card I-872	18	0.03%
Case_Maintenance	American Indian Verification	36	0.06%
Case_Maintenance	Appeals Supporting Document	368	0.58%
Case_Maintenance	Appeals/Request for Hearing	137	0.22%
Case_Maintenance	Asset Verification	1249	1.97%
Case_Maintenance	Authorization to Release Informatio	59	0.09%
Case_Maintenance	Authorization/Invoice	2	0.00%
Case_Maintenance	Bank or financial institution stateme	834	1.32%
Case_Maintenance	Bankruptcy Notice	9	0.01%
Case_Maintenance	Benefit award letter	281	0.44%
Case_Maintenance	Benefit Notice	21	0.03%
Case_Maintenance	Birth Certificate	2388	3.77%
Case_Maintenance	Birth record/affidavit from tribal off	11	0.02%
Case_Maintenance	Book Keeping Records	2	0.00%
Case_Maintenance	Certificate of Naturalization	67	0.11%
Case_Maintenance	Certificate of US Citizenship N-560/I	2	0.00%
Case_Maintenance	Change Report Form	2149	3.40%
Case_Maintenance	Checkstubs or Earnings Statement	208	0.33%
Case_Maintenance	Child Care Document	82	0.13%
Case_Maintenance	Child Care Education Verification	6	0.01%
Case_Maintenance	Child Care Need Verification	9	0.01%
Case_Maintenance	Child Care Provider Verification	5	0.01%
Case_Maintenance	Child Custody Order	18	0.03%
Case_Maintenance	Child Support Document	120	0.19%
Case_Maintenance	Child support paternity records	33	0.05%
Case_Maintenance	Child welfare records	4	0.01%
Case_Maintenance	Citizenship/Immigration Document	1203	1.90%
Case_Maintenance	Claim of Good Cause - Child Support	4	0.01%
Case_Maintenance	Confirmation Papers	90	0.14%
Case_Maintenance	Copayment verification	4	0.01%

Case_Maintenance	Copy of class schedule	6	0.01%
Case_Maintenance	Copy of receipt	15	0.02%
Case_Maintenance	Court Documents	36	0.06%
Case_Maintenance	Court order	23	0.04%
Case_Maintenance	Court record or other legal document	9	0.01%
Case_Maintenance	Court records or other legal documents	4	0.01%
Case_Maintenance	Current bill/receipt/money order/cash	64	0.10%
Case_Maintenance	Current lease or rental agreement	17	0.03%
Case_Maintenance	Current statement from bank or financial	2	0.00%
Case_Maintenance	Day care provider statement	6	0.01%
Case_Maintenance	Death Certificate	9	0.01%
Case_Maintenance	Death/Funeral Document	64	0.10%
Case_Maintenance	Disability/Medical Document	672	1.06%
Case_Maintenance	Discontinue/Withdrawal Request	36	0.06%
Case_Maintenance	Disqualification Consent Agreement	15	0.02%
Case_Maintenance	Divorce Decree	3	0.00%
Case_Maintenance	Doctor of Medicine (MD/DO) - Written	12	0.02%
Case_Maintenance	Doctorate Degree Seen	1	0.00%
Case_Maintenance	Driver's License	1633	2.58%
Case_Maintenance	Education Document	99	0.16%
Case_Maintenance	Education/Activity Approval from Employer	6	0.01%
Case_Maintenance	Employer statement	104	0.16%
Case_Maintenance	Employer statement showing dates	67	0.11%
Case_Maintenance	Employment Authorization Card (I-9)	66	0.10%
Case_Maintenance	Employment Letter	109	0.17%
Case_Maintenance	Expense (Medical/Housing/etc.)	3925	6.20%
Case_Maintenance	First Noncompliance Letter	1	0.00%
Case_Maintenance	Food Replacement Affidavit	13	0.02%
Case_Maintenance	Fuel Bills	84	0.13%
Case_Maintenance	Funeral Home Statement	8	0.01%
Case_Maintenance	Government pension receipt based on	3	0.00%
Case_Maintenance	GPA Burial	4	0.01%

Case_Maintenance	Guardian/Conservator Court Appoi	3	0.00%
Case_Maintenance	Health Insurance Card	240	0.38%
Case_Maintenance	Health insurance premium notice	14	0.02%
Case_Maintenance	Health Insurance Verification	516	0.82%
Case_Maintenance	Hearing Decision and Order	2	0.00%
Case_Maintenance	HIX Single Streamlined Application	1	0.00%
Case_Maintenance	Home Insurance Bill	6	0.01%
Case_Maintenance	Home owners insurance records	6	0.01%
Case_Maintenance	Hospital Birth Records	18	0.03%
Case_Maintenance	Hospital or public health record	2	0.00%
Case_Maintenance	Housing Catastrophic Documents	1	0.00%
Case_Maintenance	I-94 Arrival-Departure Record	1	0.00%
Case_Maintenance	I-151 Alien Registration Receipt Card	162	0.26%
Case_Maintenance	I-551 stamp in a foreign passport or	8	0.01%
Case_Maintenance	I-766 U.S. Citizenship and Immigrati	2	0.00%
Case_Maintenance	Identity Verification	597	0.94%
Case_Maintenance	Immigration Document (Governmer	26	0.04%
Case_Maintenance	Important Notice about Social Secur	1	0.00%
Case_Maintenance	Incarceration Verification	66	0.10%
Case_Maintenance	Income tax records with receipts	6	0.01%
Case_Maintenance	Income Tax Returns	10	0.02%
Case_Maintenance	Income/Employment Document	3899	6.16%
Case_Maintenance	Initial Asset Assessment Notice	1	0.00%
Case_Maintenance	Institutional admission papers at lea	1	0.00%
Case_Maintenance	Insurance company statement	68	0.11%
Case_Maintenance	Insurance record showing US birth a	1	0.00%
Case_Maintenance	Landlord statement	61	0.10%
Case_Maintenance	Lease	754	1.19%
Case_Maintenance	Legal Birth Certificate	1	0.00%
Case_Maintenance	Legal/Court Document	262	0.41%
Case_Maintenance	Letter from Landlord	81	0.13%
Case_Maintenance	Letter from Person who you pay roc	123	0.19%

Case_Maintenance	Letter or document from person/ag	115	0.18%
Case_Maintenance	Life Insurance Benefit Statement	15	0.02%
Case_Maintenance	Life Insurance Policy	17	0.03%
Case_Maintenance	Life Insurance Verification	9	0.01%
Case_Maintenance	Loan contract	15	0.02%
Case_Maintenance	MA63-Physician Examination Repor	9	0.01%
Case_Maintenance	Marriage License	9	0.01%
Case_Maintenance	MART	99	0.16%
Case_Maintenance	Medicaid Supplemental Questionna	1	0.00%
Case_Maintenance	Medical Appointment Confirmation	2	0.00%
Case_Maintenance	Medical bill or receipt	313	0.49%
Case_Maintenance	Medical Documents	548	0.87%
Case_Maintenance	Medical Exam Report	34	0.05%
Case_Maintenance	Medical Needs	19	0.03%
Case_Maintenance	Medical Packet	9	0.01%
Case_Maintenance	Medical Services Authorization Noti	3	0.00%
Case_Maintenance	Medical-Social Eligibility Certificatio	1	0.00%
Case_Maintenance	Medical-Social Questionnaire	1	0.00%
Case_Maintenance	Mid-Certification Contact Notice	1528	2.41%
Case_Maintenance	Military Document	18	0.03%
Case_Maintenance	Military Documents	8	0.01%
Case_Maintenance	Military Service Records	1	0.00%
Case_Maintenance	Mortgage Books/Records	12	0.02%
Case_Maintenance	Mortgage Breakdown Proof	13	0.02%
Case_Maintenance	Mortgage Company or Lender state	55	0.09%
Case_Maintenance	Mortgage Papers	34	0.05%
Case_Maintenance	Naturalization Papers N-550/N-570	5	0.01%
Case_Maintenance	Non-Heating Utility Bills	39	0.06%
Case_Maintenance	Notice of Balance Due	8	0.01%
Case_Maintenance	Ob-gyn Clinical Nurse Specialist (NS)	4	0.01%
Case_Maintenance	Ob-gyn Nurse Practitioner (NP) - Wr	4	0.01%
Case_Maintenance	Other	1167	1.84%

Case_Maintenance	Other Asset verification	18	0.03%
Case_Maintenance	Other Citizenship Document	2	0.00%
Case_Maintenance	Other Date of Birth Verification	18	0.03%
Case_Maintenance	Other Disability verification	10	0.02%
Case_Maintenance	Other documentation showing SSN	6	0.01%
Case_Maintenance	Other Expense verification	110	0.17%
Case_Maintenance	Other Hearing Request	2	0.00%
Case_Maintenance	Other ID which provides a name and	11	0.02%
Case_Maintenance	Other Identity Document	118	0.19%
Case_Maintenance	Other Immigration Document	11	0.02%
Case_Maintenance	Other Incarceration Verification	5	0.01%
Case_Maintenance	Other Income verification	445	0.70%
Case_Maintenance	Other Medical Insurance Document	10	0.02%
Case_Maintenance	Other Non-Financial verification	12	0.02%
Case_Maintenance	Other Release of Information	13	0.02%
Case_Maintenance	Other Shelter verification	148	0.23%
Case_Maintenance	Other unspecified document	454	0.72%
Case_Maintenance	Other unspecified written statemen	293	0.46%
Case_Maintenance	Other Vital Packet verification	8	0.01%
Case_Maintenance	Out of State Benefit Status	34	0.05%
Case_Maintenance	Owner Occupied Proof	2	0.00%
Case_Maintenance	Owner-Occupied Proof Monthly Rer	1	0.00%
Case_Maintenance	Pay Stub	5386	8.51%
Case_Maintenance	Permanent Resident Alien Declarati	111	0.18%
Case_Maintenance	Physician Records	5	0.01%
Case_Maintenance	Physician's statement of disability	5	0.01%
Case_Maintenance	Policy Decision	15	0.02%
Case_Maintenance	Proof of Child Care Income	2	0.00%
Case_Maintenance	Proof of Incarceration	1	0.00%
Case_Maintenance	Proof of insurance end date	1	0.00%
Case_Maintenance	Property Tax records	14	0.02%
Case_Maintenance	Property Unit Proof	472	0.75%

Case_Maintenance	Provider statement of expense	3	0.00%
Case_Maintenance	Psychiatric/Psychological Examination	5	0.01%
Case_Maintenance	Registered Nurse (RN) - Written Statement	4	0.01%
Case_Maintenance	Reimbursement Authorization	1	0.00%
Case_Maintenance	Release document showing release	11	0.02%
Case_Maintenance	Rent Receipt	1	0.00%
Case_Maintenance	Rent receipt showing amount, address	550	0.87%
Case_Maintenance	Rent/mortgage receipt	733	1.16%
Case_Maintenance	Repay Agreement	14	0.02%
Case_Maintenance	Request for Exception to the 12 Month Rule	1	0.00%
Case_Maintenance	Residency Verification	2135	3.37%
Case_Maintenance	Returned Mail	1771	2.80%
Case_Maintenance	RITE Share Document	1	0.00%
Case_Maintenance	RSDI Award Letter if DOB included	4	0.01%
Case_Maintenance	School photo ID	1	0.00%
Case_Maintenance	School Statement	42	0.07%
Case_Maintenance	School Transcript	9	0.01%
Case_Maintenance	SDA/SSI Referral Checklist	23	0.04%
Case_Maintenance	Self-Employment Income and Expenses	11	0.02%
Case_Maintenance	Semi-Annual Contact Report	4	0.01%
Case_Maintenance	Sewer and Water Bills	42	0.07%
Case_Maintenance	Social Case Work Document	516	0.82%
Case_Maintenance	Social Security Card	2418	3.82%
Case_Maintenance	Social Security Records	351	0.55%
Case_Maintenance	Social Summary	101	0.16%
Case_Maintenance	Social Summary Update	45	0.07%
Case_Maintenance	Social Work Document	55	0.09%
Case_Maintenance	SOLQ and CI Documentation Record	1	0.00%
Case_Maintenance	SSI receipt based on disability/blindness	43	0.07%
Case_Maintenance	State Issued Driver's License	9	0.01%
Case_Maintenance	State Issued Photo ID	29	0.05%
Case_Maintenance	Statement from utility provider	4	0.01%

Case_Maintenance	Statement of value from issuer/holc	2	0.00%
Case_Maintenance	Stock certificate	1	0.00%
Case_Maintenance	Tax Return	48	0.08%
Case_Maintenance	Telephone Bills document	48	0.08%
Case_Maintenance	TMA Earned Income Report	1	0.00%
Case_Maintenance	Trust/Annuity Evaluation	6	0.01%
Case_Maintenance	U.S. Citizen ID Card I-197/I-179	4	0.01%
Case_Maintenance	U.S. Passport	63	0.10%
Case_Maintenance	Unearned Income Notice (Applicatic	7	0.01%
Case_Maintenance	Unearned Income Notice (Redeterr	1	0.00%
Case_Maintenance	USCIS Form I-94 with stamp showin	1	0.00%
Case_Maintenance	USCIS Form I-688B annotated 274a.	1	0.00%
Case_Maintenance	Utility Bill	3141	4.96%
Case_Maintenance	VA 100% disability statement	4	0.01%
Case_Maintenance	Vehicle Documents	111	0.18%
Case_Maintenance	Verification Checklist	7	0.01%
Case_Maintenance	Verification of Application or Appea	1	0.00%
Case_Maintenance	Verification of Assets	5	0.01%
Case_Maintenance	Verification of Employment	84	0.13%
Case_Maintenance	Verification of Imprisonment	4	0.01%
Case_Maintenance	Verification of Social Security Incom	215	0.34%
Case_Maintenance	Verification of Student Information	4	0.01%
Case_Maintenance	Verification of VA Payments	3	0.00%
Case_Maintenance	Verification of Wages	24	0.04%
Case_Maintenance	Voter registration card	2	0.00%
Case_Maintenance	Waiver Enrollment Form	1	0.00%
Case_Maintenance	Work Schedule	35	0.06%
Case_Maintenance	Worker Documentation Record	20	0.03%